

PERFORMANCE MEASUREMENT SYSTEM AND METHOD

5 ABSTRACT OF THE DISCLOSURE

An Internet based performance measurement system includes a server operable to receive performance perception data from a client corresponding to a performance query. The system also includes a database 10 comprising a metric corresponding to the performance query. The metric comprises actual performance data corresponding to the performance query. The system also includes a performance engine operable to access the performance perception data and the metric. The performance engine is 15 operable to compare the performance perception data to the metric to determine variations between a client perception of performance and actual performance.

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